



Agenda Date: 5/11/07
Agenda Item: 4A

State of New Jersey
BOARD OF PUBLIC UTILITIES
TWO GATEWAY CENTER
NEWARK, NJ 07102
www.bpu.state.nj.us

TELECOMMUNICATIONS

IN THE MATTER OF THE NEW JERSEY OFFICE)	ORDER OF APPROVAL
OF INFORMATION TECHNOLOGY'S REQUEST TO)	
BE RECOGNIZED AS THE SOLE ADMINISTRATOR)	
OF THE 3-1-1 DIALING CODE IN NEW JERSEY)	DOCKET NO. TO07020107

(SERVICE LIST ATTACHED)

BY THE BOARD:

By letter dated February 9, 2007, the New Jersey Office of Information Technology ("OIT") petitioned this Board to designate OIT as the sole administrator of the 3-1-1 dialing code. The 3-1-1 dialing code is designed to provide for access to non-emergency police and other government services, and is designed to relieve pressure and misuse of the existing 9-1-1 emergency dialing code. The current action flows from the July 21, 2000, Federal Communications Commission's ("FCC" or "Commission") Third Report and Order on Reconsideration, FCC Docket 00-256 ("Third Report"), and reflects the FCC's position that the Board may perform certain code administration functions.

Pursuant to N.J.S.A. 52:17C, better known as the "9-1-1 Act," the Office of Emergency Telecommunications Services ("OETS") is responsible for planning, designing, implementing, and coordinating all aspects of the State of New Jersey's enhanced 9-1-1 program. OETS is organizationally within OIT, and OIT's Chief Technology Officer is the Chairman of the 9-1-1 Board. OIT, therefore, is well experienced and well placed organizationally to best administer a 3-1-1 dialing code and service.

On November 20, 2006, Governor Jon S. Corzine signed Executive Order 42 implementing reforms to the Information Technology community in the Executive Branch. The order calls upon a Governing Board established to oversee the reforms and the Chief Technology Officer to develop a proposal for a more efficient and practical structure for information technology resources. In response to this mandate, OIT has analyzed the amount of money and staff that the State devotes to call centers in the many State agencies. OIT results indicate over 1,400 toll-free numbers are used for the various centers and total staffing across all centers exceed 2,000. OIT's chief technology officer, Adel Ebeid has stated that use of the 3-1-1 code will enable OIT to begin planning infrastructure leading toward consolidation of these centers. He points out that this would enable provision of the same or better services than are currently available, while at the same time conserving financial resources and personnel.

The New Jersey Commission on Government Efficiency and Reform ("GEAR Commission") was created pursuant to Governor Jon S. Corzine's Executive Order No. 9 on April 7, 2006. The GEAR Commission was charged to "evaluate the budget, structure and organization of government in New Jersey, including State agencies, instrumentalities and independent authorities, local and county government and school districts, and advise the Governor on governmental restructuring, effectiveness, best practices, efficiencies, cost-saving measures, and how best to achieve economies of scale in the delivery of services and programs, at the lowest possible cost, consistent with mission and quality." Executive Order No 9, ¶ 2.

Executive Order No. 9 further stated:

In its evaluation and examination of any aspect of government in New Jersey or its current structure, the [GEAR] Commission shall identify any measures that will bring enhanced economy, efficiency and accountability to government operations, including, but not limited to:

- a. the organization, operation and performance of State agencies, instrumentalities and authorities;
- b. the organization and delivery of effective and efficient services across all levels of governments;
- c. the need for and benefits of regionalization or consolidation of local and county governments . . . and the services they provide;

[Id., ¶ 2]

Based upon the above, the Board HEREBY FINDS that OIT, as described and authorized by the above Acts and Executive Orders, serves an appropriate function and can and will have the necessary ability to properly implement the 3-1-1 dialing code throughout the State. As such, the Board HEREBY DESIGNATES OIT as the sole user and administrator of the 3-1-1 dialing code throughout the State. In addition, the Board HEREBY ORDERS that the 3-1-1 dialing code shall be reserved for OIT, as the administrator of the code, even though it will not be in use immediately, to allow OIT to plan the infrastructure necessary to consolidate many of the current information centers, while assuring that the code is available to OIT when the plans are implemented.

The Board FURTHER ORDERS that OIT inform the Board and the telephone companies of their intent to implement the 3-1-1 code, 90 days prior to the desired implementation date to allow for the telephone companies to take the necessary steps to ensure availability on the OIT timetable.

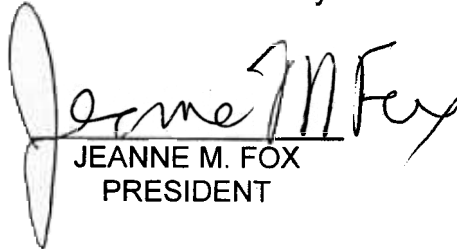
In the event any Telephone Company is unable to complete the necessary preparation, an appropriate application should be made to this Board.

The Board FURTHER ORDERS that OIT shall fully cooperate with Board Staff and shall provide updates every six months and information necessary for the Board to fulfill its necessary oversight requirements over the 3-1-1 dialing code process. Finally, the Board FURTHER ORDERS that this Order shall remain in effect until such time as this Board or its successor shall otherwise Order.

DATED: 5/15/07

BOARD OF PUBLIC UTILITIES

By:


JEANNE M. FOX
PRESIDENT


FREDERICK F. BUTLER
COMMISSIONER


CONNIE O. HUGHES
COMMISSIONER


JOSEPH L. FIORDALISO
COMMISSIONER


CHRISTINE V. BATOR
COMMISSIONER

ATTEST: 
KRISTI IZZO
SECRETARY

I HEREBY CERTIFY that the within document is a true copy of the original in the files of the Board of Public Utilities

